# HYGIENE SOLUTIONS FOR LONG TERM CARE

CONFIDENCE - HYGIENE - SAFETY - EFFICIENCY





Our fully tailored program for Long Term Care enables the highest standard of hygiene and legislation compliance, while building trust and reassurance for your residents and their families. Our comprehensive approach includes products with proven efficacy, innovative dosing systems and regular service and staff training.

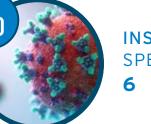
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THE ECOLAB DIFFERENCE **36** 

### **INSIGHTS:** PEOPLE FIRST

### **BUILDING TRUST AND CONFIDENCE FOR YOUR RESIDENTS, THEIR FAMILIES AND YOUR STAFF**

### ) EFFECTIVE STEPS TO MAINTAIN SAFETY IN YOUR PROPERTY

Safety first, how many times have we heard that?

We understand that hygiene and safety in a long term care establishment means dedication to the protection of residents who have specific needs. It's fundamental to provide an environment where risks are minimized through a programe approach to hygiene, that allows you to focus on the wellbeing of your residents and staff.

You need someone who can discuss your requirements with empathy for your operation, and guide you through possibilities to optimize your program and deliver all your hygiene needs.

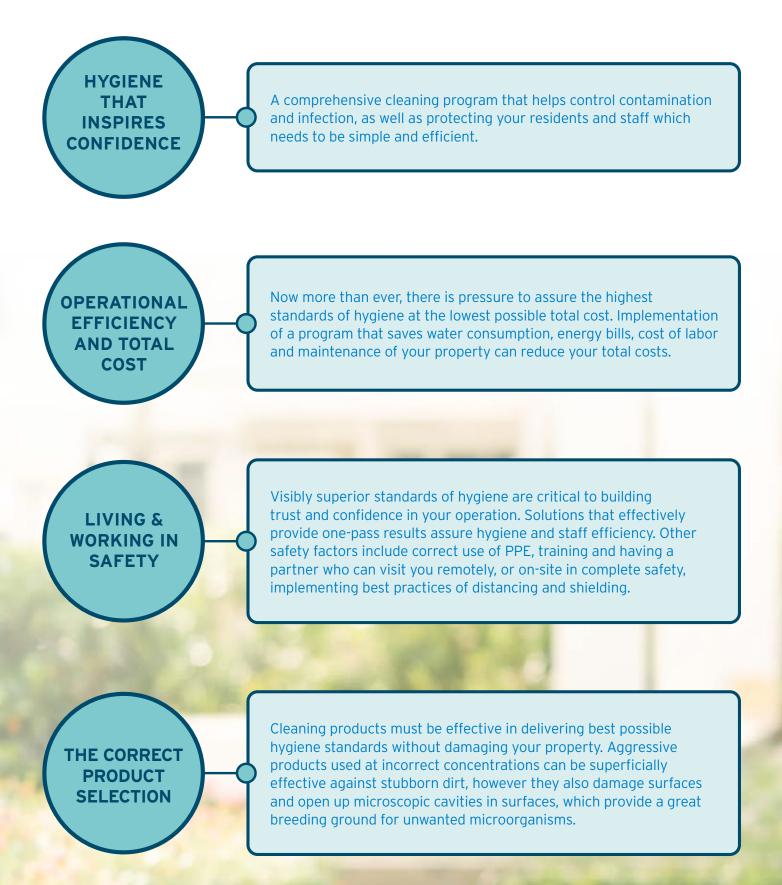
### HOW ARE YOUR RESIDENTS AND THEIR FAMILIES FEELING?

Residents and their families have many choices today, and a key driver behind the decision they make is confidence in the safety and wellbeing of their loved ones. According to studies from IPSOS, the most important factors on the selection of residence is a site that is local, has the right look and feel, and that is clean, welcoming, with good facilities and friendly staff.

Hygiene can be considered the second most important factor in choice of a long term care establishment.

## **INSIGHTS: YOUR OPERATION**

# WHAT ARE THE COMMON CHALLENGES WE HAVE FOUND IN A RESIDENCE?





### **INSIGHTS: SPECIAL MEASURES**

# **SPECIAL MEASURES BROUGHT BY COVID-19?**

Depending on the location of your property and the type of care you provide, you may be in different phases of continuing or resuming key elements of your operation, like receiving visitors or dining.

Whatever the case, one thing is certain - the demands on you and your teams to create clean, healthy environments have changed and require special measures.

#### **ENGAGEMENT & ISOLATION CONCERNS**

- Your need to reduce the risk of introducing or spreading COVID-19 in your communities means balancing social interaction, as well as safety, during essential service visits from your suppliers and providers.
- Your measures could include online connections, video visits or outdoor visits with social distancing.

#### **VISIBLE SAFETY & CLEANLINESS**

- Just performing proper hygiene procedures isn't enough right now. To drive confidence, your residents, their families and your employees need to see that it's happening to feel safe.
- This could mean adjusting work practices and shifting working times to make cleaning more frequent and visible during the day.
- Visible signage communicating cleaning practices and checklists demonstrating the frequency and impact of cleaning can also help.
- It's more important than ever that your staff understand the impact of their cleaning tasks and how to communicate it to residents and visitors.

#### **EMPLOYEE TRAINING & LABOR COST**

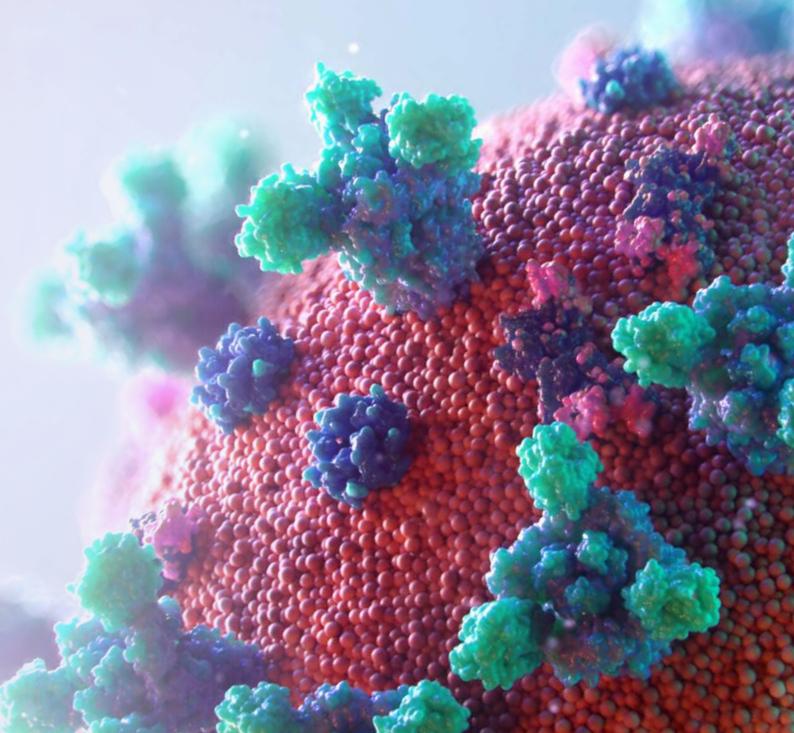
- Whether you have an experienced team or have new members of staff, changes brought about by Covid-19 place new demands on your team. They may require additional training on disinfecting new areas and touch points at a different frequency and possibly at different times of day.
- You may also be facing increased labor costs in order to attract and retain staff.
- Training your teams with correct and compliant practices becomes a matter of urgency.

#### MEAL DELIVERY & LIMITED DINING

- If your dining rooms are open they are likely to be operating very differently, potentially with changes to the menu and certainly with social distancing practices and increased cleaning frequency.
- You may also have adjusted to in-room meal delivery for your residents, which may be completely new in your operation.

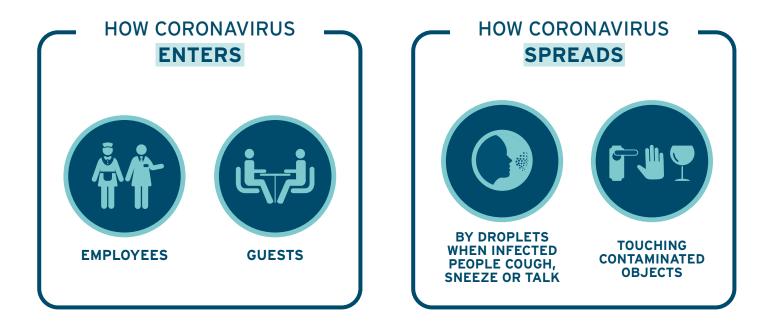
#### EVEN GREATER NEED FOR EFFICIENCY

- All the new demands brought by Covid-19 along with increased cost pressure means that you have an even greater need for efficiency in your operation.
- Whether through product selection, procedures or training you must look at your operation through fresh eyes.



### **INSIGHTS:** SPECIAL MEASURES

## **UNDERSTANDING THE RISK FACTORS**



- The virus may enter your operation via staff & employees, residents or visitors. A UCLA study suggests that eliminating cross-traffic between nursing homes could have reduced COVID-19 infections in Nursing Homes by 44%.
- The risk of COVID-19 will remain until there is a viable vaccination or anti-viral treatment.
- These droplets can contaminate environmental surfaces which can transfer to a person through the mouth, nose, or eyes. This is why handwashing is such a focus as well.
- As you're likely aware, the virus is transmitted between people through virus-laden respiratory droplets, this is why face masks are so important and recommended by the European Centre for Disease Prevention and Control (ECDC).





# DEVELOPING A PLAN TO SAFEGUARD EMPLOYEES

Determine if there are an adequate number of trained employees to staff each area of operation during normal working hours. Develop a business continuity plan in case of staff absence.

Educate employees on symptoms of COVID-19 and differences between a common cold, seasonal influenza and COVID-19.

Closely monitor employee health and have symptomatic employees stay home in accordance with company illness policy.

Provide hygiene materials such as tissues, hand soap and disinfectant.

Emphasize the need to self-quarantine and contact employer if they've been exposed to someone confirmed to have COVID-19.

Reinforce personal hygiene, cough etiquette and social distancing (as recommended by local and public health authorities).

Ensure disinfection of all personal hard, non-porous surfaces according to the directions for use on the product label.

Inform employees of pandemic status and proper infection control procedures.

Develop policies for worker protection and provide training on proper product use and how to read a Safety Data Sheet (SDS) to all cleaning staff.

Guarantee fresh air flow throughout to reduce concentration of particles that could carry the virus.

### **INSIGHTS:** SPECIAL MEASURES

# WHAT IS THE DIFFERENCE BETWEEN CLEANING AND DISINFECTING?

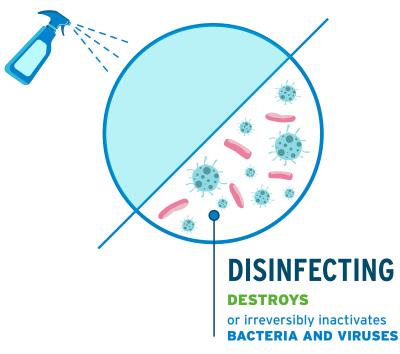
NOW EFFECTIVE AGAINST COVID-19

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We can therefore advise that products carrying EN14476 efficacy with one or more of the tiered claims are perfectly effective against the SARS-CoV-2 enveloped virus.

CLEANING REMOVES SOIL

from a surface but does not kill any organisms





# SELECTING PRODUCTS THAT HELP PROTECT

Now more than ever, clean hands are safe hands. According to the World Health Organization and the European Centre for Diseases Control, proper hand hygiene is one of the most effective measures in preventing the spread of infectious diseases like COVID-19.

As supply chains and industries moved to quickly address the increased need for hand hygiene solutions during the COVID-19 pandemic, product quality and safety are top of mind for customers.

- Hand hygiene is an important part of the appropriate response to COVID-19. If soap and water are not readily available, the WHO recommends consumers use an alcohol-based hand disinfectant that contains at least 60% alcohol.
- Most Ecolab alcohol-based hand rubs (ABHR) contain at least 60% ethanol or 70% isopropyl alcohol (IPA), in accordance to the WHO and national guidelines.
- All Ecolab ABHR products distributed in the EU follow Biocidal Product Regulations (BPR) or Medicinal regulations, depending on registrations existing in individual countries and manufacturing plants work to Good Manufacturing Practice (GMP) to ensure quality of the facility and manufacturing process.
- Ecolab's range of SARS-CoV-2-effective hand hygiene products are compliant with EN 14476, offering full virucidal efficacy, limited spectrum virucidal activity or activity against enveloped viruses and the corresponding range of efficacy is clearly indicated on the label of every product.
- We have taken extensive measures and investment to address continuity of supply and ensure our ability to meet customer demand for critically needed hand hygiene solutions to help combat COVID-19.



### **INSIGHTS: SPECIAL MEASURES**

### SELECTING PRODUCTS THAT HELP PROTECT

Literature shows that Coronavirus may persist on surfaces and inanimate objects for up to 9 days and that many biocides are effective at decontaminating this virus.

As such in these exceptional times Ecolab finds it crucial to provide our customers with an added level of security against the SARS-CoV-2 virus and to provide specifics on the range of disinfectants that prove effective.

Ecolab has partnered with external laboratories to bring that extra level of security to our customers by conducting testing against a diverse range of our disinfectants to prove the effectiveness of the tiering viral system of claims for our EU-range.

Results from these tests demonstrate a proof of concept that products carrying the EN14476 claim against either enveloped or none non-enveloped viruses are effective against SARS-CoV-2. For the products tested against the specific SARS-CoV-2 strain of Coronavirus, we were able to show efficacy with the same contact time/ concentration or lower.



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# YOUR HYGIENE PARTNER

#### **DELIGHTED RESIDENTS**

Cleanliness is critical to the satisfaction of residents and their families, which can be a major driver of occupancy.

Studies show that 93% of prospective senior living residents correlate cleanliness with quality of care and 86% wouldn't consider a community with bad odours (Ecolab internal research). Guest & Resident satisfaction is closely linked to their well being and happier residents physically degrade more slowly (CMAJ).



#### **OPTIMIZED OPERATIONS**

Your chemical supplier has to be able to optimize your operation

Long Term Care facilities are under significant pressure to operate on slim margins and COVID-19 has even increased the financial pressure (Financial Times). Rising costs, especially in labor, continue to put pressure on care providers' bottom line. The labor shortage in this market is already severe and expected to worsen as the demand for LTC workers increases, driving up wages and turnover. It is more important than ever to run as efficiently as possible.



#### **OPTIMIZED OPERATIONS**

Your chemical supplier will help you to protect your reputation.

Preventing the spread of infection and serving safe food are critical not only to a community's reputation, but also to the health of their residents. As adults age 65 and older are at higher risk to suffer from food born illnesses or other infections (BfR, FoodSafety.gov), food safety and public health compliance is always very important in LTC.

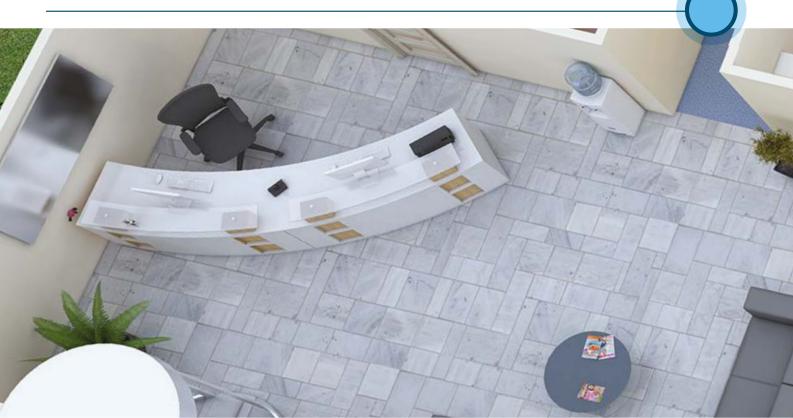
In order to be compliant, many facilities have introduced a quality management system including compliance with laws and regulation, food safety & public health and brand protection with compliance audits from semi-independent institution at least once a year (EU Observartory). This helps but does not necessarily prevent an outbreak. An outbreak or hospital admission can impact reimbursement revenue as well as ratings and other online reviews (Senior Place), which are easily accessible to prospective residents and their families.







### **1. RECEPTION & PUBLIC AREAS**





### **CHALLENGES**

These are the commonly found challenges in the reception area and public spaces of your residence.

#### **HIGH TOUCH AREAS:**

Disinfection on high-touch, hard non-porous surfaces ensuring treated surfaces remain wet for proper contact time.

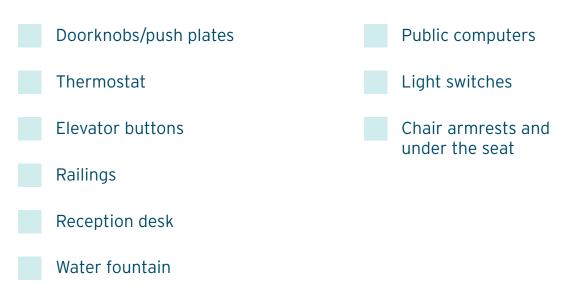
Disinfecting surfaces after each resident interaction.

Offering hand disinfectants for instances when hand soap and water is not readily available.

Providing disinfectant and cloths or disinfecting wipes for use by staff and visitors.

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These are just some examples of specific touch points commonly found which require cleaning and disinfection.



Public phones



### **SAFETY & HYGIENE**

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

### WHICH PRODUCTS DO YOU NEED?

Multi-Purpose Disinfectant

**Disinfectant Wipes** 

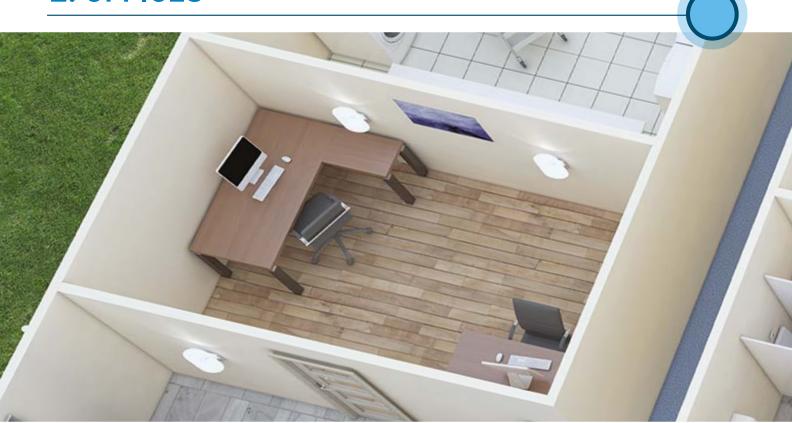
Hand Soap

Hand Disinfectant

Glass Cleaner

Floor Cleaner
Air Freshener/Odour Eliminator
Stainless Steel Cleaner

## 2. OFFICES





### **CHALLENGES**

These are the commonly found challenges in office spaces of a residence.

#### **HIGH TOUCH AREAS:**

Disinfection on high-touch, hard non-porous surfaces ensuring treated surfaces remain wet for proper contact time.

Disinfecting surfaces after each employee interaction.

Offering hand disinfectant for regular hand hygiene.

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These are just some examples of specific touch points commonly found which require cleaning and disinfection.

Doorknobs/push plates

Thermostat

Desks

Keyboards, mouses and telephones

Light switches

Chair armrests and under the seat



### **SAFETY & HYGIENE**

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

### WHICH PRODUCTS DO YOU NEED?



Multi-Purpose Disinfectant

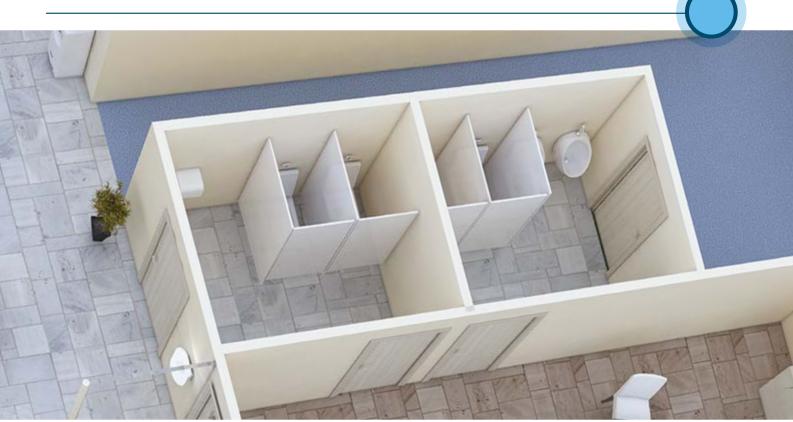
Disinfectant Wipes

Hand Disinfectant

Glass Cleaner



### **3. PUBLIC RESTROOMS**





### **CHALLENGES**

These are the commonly found challenges in public restrooms of a residence.

#### **HIGH TOUCH AREAS:**

Ensure that hand soap is sufficiently stocked, and paper towels or hand dryers are available.

Disinfect frequently hard non-porous surfaces throughout the day including high-touch objects like stall door latch/lock.

Ensure a cleaning schedule is followed and a chart is in the open for public viewing.

Providing disinfectant and cloths or disinfecting wipes for use by staff and visitors.

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These are just some examples of specific touch points commonly found which require cleaning and disinfection.





### **SAFETY & HYGIENE**

Employ a bathroom cleaner disinfectant approved for use against COVID-19. Disinfection on high-touch, hard non-porous surfaces ensuring treated surfaces remain wet for proper contact time.

### WHICH PRODUCTS DO YOU NEED?

Multi-Purpose Disinfectant

Bathroom Cleaner Disinfectant

Hand Soap

Glass Cleaner

Stainless Steel Cleaner



### 4. LAUNDRY





### CHALLENGES

These are the commonly found challenges in the on-premise laundry of a residence.

#### **HIGH TOUCH AREAS:**

Transport laundry in a closed and appropriately labelled container or laundry bag to the laundry area and sort into laundry machine with disposable gloves and additional appropriate respiratory protection (FFP2).

Separation between dirty and clean side, and disinfection of the used laundry equipment (machine, transport cars).

Avoid recontamination of clean laundry, the outside of the machine including the machine door, should be disinfected with an appropriate surface disinfectant after the machine has been loaded.

Ensure transport equipment for dirty laundry is disinfected with the same disinfectant.

Apply BPR (Biocidal Products Regulation) viricidal processes.



These are just some examples of specific touch points commonly found which require cleaning and disinfection.

Doorknobs/push plates

Light switches

Laundry carts

Folding tables and shelves

Washer and dryer controls

Washer seal/rim and door handle



# **SAFETY & HYGIENE**

Disinfection of high-touch, hard non-porous surfaces ensuring treated surfaces remain wet for proper contact time.

### WHICH PRODUCTS DO YOU NEED?

- - Detergent

Destainer

Softener

Delimer

Multi-Purpose Disinfectant



Floor Cleaner

### **5. RESIDENTS ROOMS AND BATHROOMS**





### **CHALLENGES**

These are commonly found challenges in the rooms and bathrooms of residents.

#### **HIGH TOUCH AREAS:**

Ensure cleaning staff is trained and equipped with proper PPE.

Focus disinfection on high-touch, hard non-porous surfaces, especially those that care workers may touch.

Ensure treated surfaces remain wet for proper contact time.

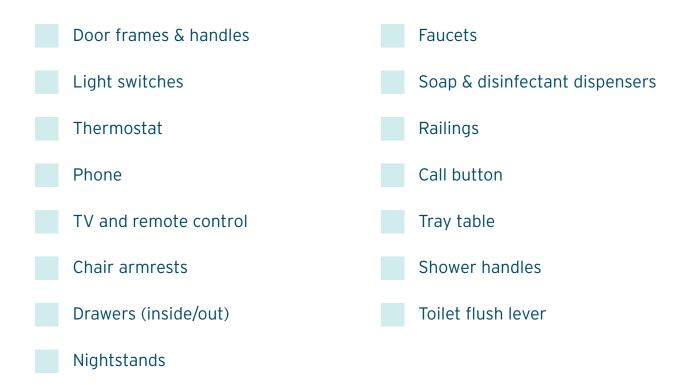
Employ a cleaner disinfectant approved for use against COVID-19 or address high-touch surface as a secondary step using multi-purpose disinfectant.

Consider providing disinfectant and cloths or disinfecting wipes for use by residents & care workers.

Regularly inspect beds and rooms for any signs of pests.

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These are just some examples of specific touch points commonly found which require cleaning and disinfection.





### **SAFETY & HYGIENE**

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

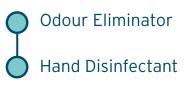
### WHICH PRODUCTS DO YOU NEED?

Disinfectant Wipes

Multi-Purpose Disinfectant Cleaner

**Glass Cleaner** 

Floor Cleaner



### 6. KITCHEN - BACK OF THE HOUSE





### CHALLENGES

These are commonly found challenges in a kitchen area of a residence.

#### **HIGH TOUCH AREAS:**



Handwashing stations and hand disinfectant, ensuring that they are convenient and highly visible.

Staff training on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.

Ensure that physical distancing of employees is standard practice.

Thoroughly clean drains and eliminate standing water, food debris and spilled garbage to

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These are just some examples of specific touch points commonly found which require cleaning and disinfection.

### FOOD CONTACT:





### **SAFETY & HYGIENE**

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

Dirty surfaces must be cleaned before disinfection. Please check material compatibility for sensitive surfaces.

### WHICH PRODUCTS DO YOU NEED?



# 7. PUBLIC DINING ROOM





### **CHALLENGES**

These are the commonly found challenges in the dining areas of residence.

#### **HIGH TOUCH AREAS:**

Disinfect high-touch, non-food contact surfaces frequently.

Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.

Minimize items offered on tables and disinfect any that remain between each use (e.g. menus, condiments).

Encourage social/physical distancing by spreading out tables and chairs and encouraging staff to minimize use of high-traffic areas.

Consider the addition of a 'knock-and-drop' or in-room dining offering.

Eliminate any standing water or food debris to prevent pest activity.

	CHECKLIST These are just some examples commonly found which require	· · ·
Dining ta	ables	Cupboards/drawer handles
Beverag	e stations	Hand railings
Doorkno	bs	Chairs and seating
Push pla	ates	Trash receptacle touch points
Light sw	vitches	
Menus		
Faucets		



### **SAFETY & HYGIENE**

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

Dirty surfaces must be cleaned before disinfection. Please check material compatibility for sensitive surfaces.

### WHICH PRODUCTS DO YOU NEED?

Multi-Purpose Disinfectant

Glass Cleaner

Food Contact Disinfectant

Floor Cleaner

Manual Detergent

### 8. FOOD DELIVERY





### CHALLENGES

These are the commonly found challenges in the food delivering systems of a residence.

#### **HIGH TOUCH AREAS:**

Keep hot food hot and cold food cold, and minimize the length of time food is out of temperature control.

Keep equipment and cart clean.

Emphasize the importance of proper PPE and hand hygiene with delivery staff.

Place any raw protein items, unpackaged produce, and ready-to-eat food items into separate delivery packages to prevent cross-contamination.

Maintain a distance of 2 metres from others and food recipients.

Clean and disinfect cart between each delivery using an appropriate product with an emerging viral pathogen or coronavirus claim. Refer to product label for directions for use.

Process dishes and ware in dish machine or sink, following local health codes.

These are just some examples of specific touch points commonly found which require cleaning and disinfection.

- Delivery cart handles
- Delivery cart surfaces

Handheld devices

Doorknobs

Push plates

Pens



### **SAFETY & HYGIENE**

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

Dirty surfaces must be cleaned before disinfection.

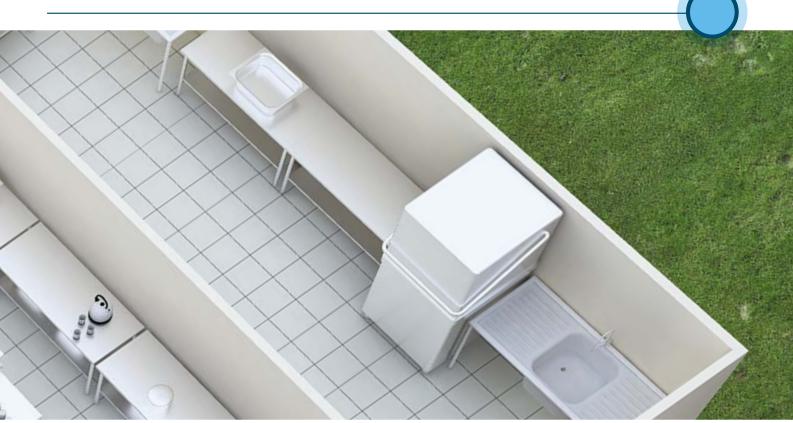
### WHICH PRODUCTS DO YOU NEED?



Multi-Purpose Disinfectant

Food Contact Disinfectant

### 9. WAREWASHING





### **CHALLENGES**

These are the commonly found challenges in the warewashing area of residence.

#### **HIGH TOUCH AREAS:**

Transporting both soiled ware and cleaned ware in separate, closed containers to minimize the possibility of contamination outside of the normal cleaning process - as suggested by the Robert Koch Institute statement.

Clean and disinfect containers used to transport soiled ware and ensure containers for clean ware are cleaned appropriately

Use an appropriately labelled container for transporting ware to/from the dish room and sort ware into the dishwasher using disposable gloves.

Ensured that a wash temperature of min. 60°C and a rinse temperature of min. 82°C is achieved to guarantee appropriate disinfection.

These are just some examples of items that needs to be regularly checked.

Wash Arms

Rinse arms

Standpipes

Curtains

Baskets

Transport devices



# **SAFETY & HYGIENE**

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

### WHICH PRODUCTS DO YOU NEED?

Dish machine

Warewashing Detergent & Rinse Aid

Delimer



### **10. SKILLED NURSING AREA**





### **CHALLENGES**

These are the commonly found challenges in the nursing areas of residence.

#### **HIGH TOUCH AREAS:**

Disinfect high-touch, non-food contact surfaces frequently.

Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.

Focus disinfection on high-touch, hard non-porous surfaces, especially those that care workers may touch.

Ensure treated surfaces remain wet for proper contact time.

Employ a cleaner disinfectant approved for use against COVID-19 or address high-touch surface as a secondary step using multi-purpose disinfectant.

Consider providing disinfectant and cloths or disinfecting wipes for use by residents & care workers.

Regularly inspect beds and rooms for any signs of pests.

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These are just some examples of specific touch points commonly found which require cleaning and disinfection.





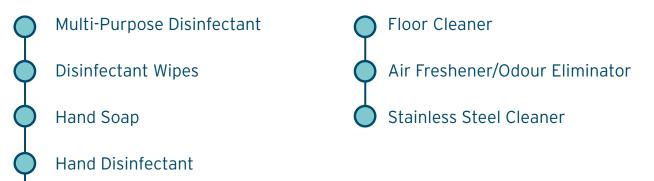
### **SAFETY & HYGIENE**

To help protect against COVID-19, ensure treated surfaces remain wet for contact time indicated on product label.

Dirty surfaces must be cleaned before disinfection. Please check material compatibility for sensitive surfaces.

### WHICH PRODUCTS DO YOU NEED?

**Glass Cleaner** 



# THE ECOLAB DIFFERENCE

# OUR INTEGRATED PROGRAM BACKED BY WORLD CLASS SERVICE

ECOLAB IS UNLIKE ANY OTHER SUPPLIER

 Unit level relationships, preventative maintenance visits

SERVICE



Ongoing, hands-on staff training

TRAINING

RD&E, technical support, customer service



Precise dispensing and monitoring



sustainable chemistry



# **PROGRAMS THAT IMPACT YOUR OPERATION**

# INTEGRATED PRODUCT, TECHNOLOGY AND SERVICE INNOVATION RESULT IN REDUCED CUSTOMER COSTS

### APEX

Your biggest warewashing challenges solved.
Provides full control and visibility into the efficiency of your warewashing operations.
Water, energy and labor savings.
Minimize costs, maximize results and protect



INTEGRATED PRODUCT, TECHNOLOGY AND SERVICE INNOVATION RESULTS IN SAFER AND EFFICIENT OPERATIONS

### **OASIS PRO**

your brand.

- Innovative high performing concentrated products.
- Efficient dosing system, easy handling and color coded.
- Right cleaning tools.
- The correct training and consultative service.



DESIGNED TO PROVIDE SAFER, EASIER AND MORE EFFICIENT CLEANING

### MAXX2

- Offers a full range of solutions which require less Personal Protective Equipment.
- One of the highest performing products available.
- Used in low concentration to reduce cleaning costs.



# **PROGRAMS THAT IMPACT YOUR OPERATION**

### **KITCHEN PRO**

- The Kitchen Pro range offers innovative products and dispensing systems.
- Achieve hygienically clean results safely.
- Save time and control cost.
- Solutions that offer a tangible impact to sustainability.



ENSURE YOUR COOKING EQUIPMENT AND KITCHEN SURFACES ARE CLEAN AND MAINTAINED, AND THE FOOD YOU SERVE IS SAFE

### HAND HYGIENE

- Provides the answer to successful hand hygiene compliance.
- Automatic and manual dispensers for every type of use and application.
- Advanced formulation to ensure disinfection and mosturising of the skin.



**HYGIENE STARTS WITH CLEAN HANDS** 

### **AQUANOMIC**

- Concentrated solid laundry detergents dispensed through a closed loop system for safe working practices.
- Delivers consistent and high quality results
  - Provides a complete insight into your wash process.
- Potential to reduce wash steps, water usage and temperature, offering savings with every load.



THE SAFE AND SIMPLE APPROACH TO PREMIUM RESULTS

# **ECOLAB ENTERPRISE**



### **DID YOU KNOW?**

Ecolab is the global leader in water, hygiene and infection prevention solutions and services. Every day, we help make the world cleaner, safer and healthier – protecting people and vital resources.



### **OUR BUSINESSES**

- Food & Beverage Processing
- Healthcare
- Institutional
- Life Sciences

- Nalco Champion
- Nalco Water
- Pest Elimination
- Textile Care

Around the world, businesses in the foodservice, food processing, hospitality, healthcare, industrial, and oil and gas markets choose Ecolab products and services to keep their environments clean and safe, operate efficiently and achieve sustainability goals.





#### CONFIDENCE - HYGIENE - SAFETY - EFFICIENCY